

ITIL: Change, Configuration and Release Management



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What is ITIL?

- ITIL stands for Information Technology Infrastructure Library and it is part of the Virginia IT Infrastructure Partnership's Transformation effort.
- ITIL is a framework to achieve a high standard of IT Service Management
- ITIL clearly defines roles/responsibilities and manages quality IT processes

How can we work together?

We are requesting your active participation to help us make the ITIL project a success. Specifically, we are asking your help to identify the key Agency transformation representatives that can assist the Partnership ITIL transformation team in the following:

- Participate in training (approximately 3 hours)
- Validate Agency applications and infrastructure relationships
- Assess/develop options for Agency rollout schedule
- Gain insight/understanding of outstanding projects/development for future

Phase 1

Phase 1 of the ITIL deployment includes Change, Configuration and Release Management. The information below provides some background on these processes.

What are the goals of ITIL Change, Configuration and Release Management?

- Change Management: To improve the quality of the Commonwealth's infrastructure by providing effective awareness and control over hardware and software changes.
- Configuration Management: To support quality service management by providing complete and accurate information regarding all elements of the IT infrastructure including services and documentation.
- Release Management: To promote a holistic view of changes to ensure they are migrated into production environments in the most effective manner.

What are the benefits of Change, Configuration and Release Management?

- Enhanced availability and stability of production environment
- Improved user productivity through more stable IT services
- Reduced negative impact of changes on the quality of IT services
- Improved diagnosis of problems due to improved information
- Increased ability to accommodate frequent changes without creating an unstable environment

Where can I find more information about ITIL?

- Email questions to questions@vita.virginia.gov
- Find information on-line: <http://www.vita.virginia.gov/itpartnership/updates/coins.cfm#itil>
- Attend ITIL COIN meetings

